

The background of the entire page is a stylized, dark-toned American flag. The stars are visible in the upper left corner, and the stripes flow across the rest of the page.

# STUDENT VETERAN ORIENTATION PACKET

Kalamazoo**VALLEY**<sup>TM</sup>  
community college

# KALAMAZOO VALLEY WELCOMES YOU

Kalamazoo Valley Community College welcomes all men and women who have served in the U.S. Armed Forces! Whether you are a discharged veteran, still serving on active duty, in the Reserves or the Guard, or a dependent of a veteran, Kalamazoo Valley is committed to supporting and encouraging your success. The Veteran Services Office can assist you with access to resources at the college and in the community. Let us help make your transition back to school successful!

While all our faculty and staff members are available to assist you, a Veterans' Success Team (VST) has been established to focus on Kalamazoo Valley Community College's efforts to be a military and veteran friendly campus. There are many resources available to you both on and off campus. Please visit the hub of online resources available to you at [www.kvcc.edu/veterans](http://www.kvcc.edu/veterans)

## VETERANS' SUCCESS TEAM:

**Elizabeth Lyons**  
Director of Veteran Services  
SVA Advisor  
269.488.4873  
[elyons@kvcc.edu](mailto:elyons@kvcc.edu)  
Or visit Room 9300 at TTC

**Stacy Hoffman**  
Certifying Official & Financial Aid Assistant  
269.488.4253  
[shoffman@kvcc.edu](mailto:shoffman@kvcc.edu)  
Or visit Room 9210 at TTC

**Brent Haddow**, US Air Force Veteran  
VetSuccess on Campus  
Vocational Rehabilitation & Benefits-Related Questions  
Office, Tuesdays & Wednesdays only, 269.488.4795  
Cell: 313.310.2157  
[brent.haddow@va.gov](mailto:brent.haddow@va.gov)  
Or visit Room 3384 at TTC on Tuesdays and Wednesdays

**Lois Baldwin**  
Director of Special Services  
269.488.4397 or TTC: 269.488.4358.  
[lbaldwin@kvcc.edu](mailto:lbaldwin@kvcc.edu)  
Or visit Room 2220 at TTC

**Colleen Olson**  
Counselor  
SVA Advisor  
269.488.4040  
[colson@kvcc.edu](mailto:colson@kvcc.edu)  
Or visit Room 9300 at TTC

**LaSonda Wells**, US Air Force Veteran  
Counselor  
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**Byron Foster**, US Air Force Veteran  
Student Success Advocate  
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**Jenny Buysse**  
Career & Student Employment Advisor  
269.488.4649  
[jbuysse@kvcc.edu](mailto:jbuysse@kvcc.edu)  
Or visit Room 9300 at TTC

**Karen Steeno van Staveren**  
Career & Student Employment Advisor  
269.488.4676  
[ksteenovan@kvcc.edu](mailto:ksteenovan@kvcc.edu)  
Or visit Room 9300 at TTC

**Delynne Andres**  
Degree Auditor  
269.488.4407  
[dandres@kvcc.edu](mailto:dandres@kvcc.edu)  
Or visit Room 9140 at TTC



**Kalamazoo Valley Community College**  
6767 West O Avenue  
PO Box 4070  
Kalamazoo, MI 49003-4070  
269.488.4400



## VETERANS CHECKLIST

- ☐ 1. For assistance with any of the following steps please contact or make an appointment with KVCC's Director of Veteran Services, Elizabeth Lyons  
TTC 9300  
[alyons@kvcc.edu](mailto:alyons@kvcc.edu)  
269.488.4873  
[www.kvcc.edu/veterans](http://www.kvcc.edu/veterans)
- ☐ 2. Complete the application online at [www.kvcc.edu/apply](http://www.kvcc.edu/apply). The application is free and easy. You will receive your acceptance letter in the mail within one week.
- ☐ 3. Submit copies of your DD214, and request official military transcripts and transcripts from all colleges and universities you have attended: **Kalamazoo Valley Community College , 6767 West O Avenue, PO Box 4070, Kalamazoo, MI 49003-4070**
- o Submit to Delynne Andres, Degree Auditor, TTC Records and Registration, Room 9140 in the Student Services Wing.
  - o How to get DD214:
    - You can obtain a certified copy from your local County Records Office or the Commission Office, if you previously had it recorded. If not, to obtain a copy of your military record, you can make an electronic request at <http://www.archives.gov/veterans/military-service-records>
  - o As of March 1, 2013, AARTS, SMART, and Coast Guard Institute Transcript have transitioned to the Joint Services Transcript (JST). The JST is a uniform transcript of all military training and experiences to Service members of all branches. This new electronic transcript service includes Officer and Warrant Officer training, joint military training conducted by other services, and DANTES funded Test Scores.
- Request official military transcripts be mailed to KVCC and download an unofficial copy for yourself or request an additional copy be sent to your home address for your personal records.  
(Please note: if the link below prompts you with a security warning, simply accept the security certificate or follow the instructions to add an exception to your browser.)
- Army, Coast Guard, Navy and Marines - Joint Service Transcript (JST)  
<https://jst.doded.mil/smart/dodMandatoryBanner.do>
  - o Community College of Air Force Transcripts:  
[http://www.au.af.mil/au/ccaf/active\\_duty.asp](http://www.au.af.mil/au/ccaf/active_duty.asp)
- ☐ 4. Apply for Benefits.
- o Complete the Application for VA Education Benefits (VONAPP) online at [gibill.va.gov/apply-for-benefits/application/](http://gibill.va.gov/apply-for-benefits/application/). When the application process is completed, VA will issue a Certificate of Eligibility (COE) to qualified individuals. The certificate will contain basic eligibility information including months of entitlement, period of eligibility and benefit level. Please submit a copy to Stacy Hoffman, located in the Financial Aid Office at TTC Room 9210 in the Student Services Wing.
    - If you have questions about applying for your benefits, contact Brent Haddow,  
TTC 3384  
313.310.2157  
[brent.haddow@va.gov](mailto:brent.haddow@va.gov)

- ☐ 5. Complete the Free Application for Federal Student Aid (FAFSA) and apply for a Pell Grant. The Financial Aid Office provides numerous options for assisting students with the costs associated with attending Kalamazoo Valley. These options include grants, scholarships, work opportunities and loans to qualified students.
- o File online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Apply now!
  - o Complete every year
    - School Code: 006949
  - o For questions, see:
    - Stacy Hoffman, TTC 9210  
Certifying Official & Financial Aid Assistant  
[shoffman@kvcc.edu](mailto:shoffman@kvcc.edu)  
269.488.4253
- ☐ 6. Complete Placement testing.
- o ACT or COMPASS test scores are required to be on file prior to attending orientation and registering for classes. Submit your ACT scores after you have received your acceptance letter. If they were not sent to Kalamazoo Valley, you can have ACT submit your scores by going to [www.actstudent.org](http://www.actstudent.org) (Kalamazoo Valley's ACT code is 2016).
  - o If you feel your ACT scores do not reflect your abilities, or you have not taken the ACT, you may take the COMPASS test in the Kalamazoo Valley Testing Center, TTC, Room 2210 or ACC, Room 123. Please contact the TTC Testing Center at 269.488.4235 or ACC Testing Center at 269.373.7815 more information.
- ☐ 7. Attend orientation or inprocessing event.
- o Orientation is required for all new students. Sign up for an orientation session to learn important information about attending college. Counselors will be available to assist you in selecting your first semester of classes and will demonstrate how to search and register for classes online. There are designated orientations for military personnel and student veterans. These "New Student Veteran Inprocessing Orientations" are held throughout the year and cover several topics unique to veterans, such as GI educational benefits and KVCC's Vet-to-Vet Mentorship Program. To reserve your seat in either type of orientation, please call 269.488.4040.
- ☐ 8. Sign up for classes (if you didn't already do so during orientation).
- o Visit [www.kvcc.edu/myvalley](http://www.kvcc.edu/myvalley) to register for classes.
  - o For assistance, or to discuss your Program of Study, meet with a Kalamazoo Valley Academic Counselor.
  - o How a counselor can assist you:
    - Compare and contrast programs of study
    - Create academic goals
    - Decide which classes to take each semester
    - Review your progress toward a degree
    - Perform pre-graduation audits
    - Change your program of study
    - Receive short-term personal counseling
    - Obtain information about long-term personal counseling resources
    - Learn about applications or pre-requisites for certain programs and classes
    - Identify beneficial on-campus resources, such as tutoring and career counseling
  - o To schedule an appointment, inform the person scheduling the appointment that you are a veteran and/or serving in the U.S. Armed Forces:
    - Texas Township Campus, Room 9300  
269.488.4040
    - Arcadia Commons Campus, Room 120  
269.373.7834
- ☐ 9. Meet with a Career and Employment Services Advisor (if applicable)
- o If you are undecided about your desired career path, and therefore your Kalamazoo Valley program of study, it is advised to make an appointment with The Career and Employment Services Office.
  - o Identifying a career path that brings a sense of fulfillment and purpose is an important element in leading a successful life. The Career and Employment Services Office provides personalized guidance and assistance in the career decision making process. You can make an appointment with a Career and Employment Advisor by calling 269.488.4123 or visiting Room 9300 at TTC.

- ☐ 10. Submit documentation.
- o If you haven't done so already, submit supporting documentation. Please submit a copy of your COE from the VA to Stacy Hoffman.
    - Student Verification of Enrollment: Chapter 30, 1606 and 1607 students must verify their enrollment monthly by Web Automated Verification of Enrollment (WAVE) or by Interactive Voice Response (IVR). Payments will not be sent until this is done. The preferred method is WAVE, which includes features not in IVR. WAVE allows students to verify their enrollment on the Internet. The web address is [gibill.va.gov/wave/](http://gibill.va.gov/wave/). Students must be currently enrolled in an approved educational program and must have a current benefit award to use WAVE. IVR allows students to call 877.823.2378 for their monthly verifications. The monthly verification of enrollment procedure has not been adopted for Chapters 33 or 35 students.
  - o Remember to contact Stacy Hoffman if there are any changes in the number of credit hours for which you are registered. 269.488.4253 [shoffman@kvcc.edu](mailto:shoffman@kvcc.edu)
  - o Veteran Educational Benefits are certified on a semester basis. **Please be sure to complete Kalamazoo Valley's Veteran Intent Form each semester after you have registered for classes.** The form can be found at [www.kvcc.edu/admissions/finaid/1314forms/VetInt.pdf](http://www.kvcc.edu/admissions/finaid/1314forms/VetInt.pdf)
  - o **Each year, submit the Veteran Certification Form to Stacy Hoffman.** [www.kvcc.edu/admissions/finaid/1314forms/VetCert13-14.pdf](http://www.kvcc.edu/admissions/finaid/1314forms/VetCert13-14.pdf)
- ☐ 11. Make an appointment with Special Services (if applicable).
- o Special Services is located within the Learning Center in Room 2220 at TTC. They offer educational accessibility and other services to students with disabilities who are currently attending or plan to attend Kalamazoo Valley.
  - o They may also provide the following resources:
    - Advising
    - Advocacy
    - Adaptive equipment
    - Assistance with registration and scheduling
    - Assistance with organizational and study skills
    - Connections with outside agencies
    - Counseling and referrals
    - Electronic text
    - Interpreter services
    - Note-taking assistance
    - Tutoring
  - o A Special Services advisor will be able to meet with you at a time and place convenient for your schedule.
  - o To schedule an appointment, please call the Special Services Office: 269.488.4397 or TTD: 269.488.4358.
- ☐ 12. Pick up your Student ID.
- o Student Service Center
  - o TTC Main Lobby, near bookstore: 269.488.4100
  - o ACC: 269.373.7800

## RESOURCES

### **Veterans Discount in KVCC's Cafeteria!**

Show your Veterans ID card, such as a CAC card, at KVCC's cafeteria and receive 15% off!

If you do not have a Veterans ID card call KVCC Veteran Services to receive a Kalamazoo County Veterans ID card.

### **CAC Card Readers**

CAC readers can be found at each campus, including The Groves. Contact the Computer Labs for more information.

### **Student Veterans of America**

The mission of this student organization is to provide military veterans with the resources, support, and advocacy needed to succeed in higher education and following graduation.

[www.kvcc.edu/veterans](http://www.kvcc.edu/veterans)

[www.studentveterans.org](http://www.studentveterans.org)

### **[www.vetsuccess.gov](http://www.vetsuccess.gov)**

Visit [www.vetsuccess.gov](http://www.vetsuccess.gov) for interactive information about a variety of services and resources available to you.

### **How/Where do I apply for health care?**

To apply for VA health care benefits, you need to fill out an application (VA form 10-10EZ). Applications for enrollment will be processed in approximately seven business days from receipt of your signed application.

Once your application for enrollment in VA health care is processed, VA's Health Eligibility Center will send you a letter with information about your enrollment priority group assignment and instructions to contact the local VA health care facility for an appointment. If it is determined you were not eligible to enroll, the letter will give you instructions on how to appeal the decision if you do not agree with it.

### **There are several ways to enroll:**

If you need immediate medical treatment you may apply in person at any VA Medical Center. The nearest VA medical facility is in Battle Creek, MI at 5200 Armstrong Rd., Phone: 269.966.5600 or 888.214.1247 Fax: 269.966.5483, [www.battlecreek.va.gov](http://www.battlecreek.va.gov). Be sure to bring your discharge from service papers, last year's income information and information on any health insurance you may have.

Applications can be done online at [www.1010ez.med.va.gov](http://www.1010ez.med.va.gov) or by mailing completed Form 10-10EZ to the Medical Center of your choice (please be sure to sign your application or it cannot be processed for enrollment). Submitting a copy of your military discharge or separation papers (DD-214, Members Copy 4) with your signed application will expedite the process.

### **Visit your County Veterans Service Office.**

- o They can help you with:
  - Claims filing for VA disability benefits
  - Dependents and survivors benefits
  - VA Home Loan Guaranty
  - Burial and headstone benefits
  - Kalamazoo County Veterans ID card
  - Education benefits
  - Medical treatment
  - Military records and medals
  - Emergency financial aid
  - Michigan Veterans Trust Fund Agents
  - Assistance referrals
  - Transport to the VA Medical Center in Battle Creek
- o In Kalamazoo County, visit:  
**3299 Gull Road**  
**Kalamazoo MI 49048**  
**First Floor, Main Wing**  
**269.373.5304**